

Online Giving Transition FAQs

Q: Why did we make this switch now?

A: We have been working on an alternative to CCB for some time and recently the Presbyterian Foundation made Vanco available to us.

Q: How much does it cost the church to use this platform?

A: 2% administrative fee per transaction. This is less than or the same as other on-line donation systems

Q: What about my giving statement?

A: For the remainder of 2020 you will still have each of your gifts logged into CCB and receive a giving statement from Central at the end of the year. (*You will need to disregard the statement from The Presbyterian Foundation/ Vanco for 2020 as it will be duplicate reporting of your gifts*). Beginning in 2021 you will receive a giving statement from The Presbyterian Foundation for your online gifts, and a separate statement from Central from any gifts that are given by check or cash directly to the church.

Q: Is my financial information safe?

A: Vanco Payment Solutions is a PCI Level 1 Compliant Service Provider and meets all data security standards for handling, storage and transmitting credit card information.

Q: What about gifts designated for specific funds other than those listed?

A: For now, designated gifts should be sent directly to the church by check with the fund clearly marked in the memo line.

Q: What if I have questions?

A: You can contact our financial administrator, Trisha Minicozzi at tminicozzi@cpcdowningtown.org